| Andrew Bretana  **Cybersecurity Analyst**  18 yrs. of work experience in the field of Computer Networking, Cybersecurity, Software, Server, Database, Phones & Tablets, Microsoft OS, \*NIX-based Platform, Train SCADA, Building BMS/BAS, Semiconductor & Customer Technical Support. | Apt-A 285 Guilford Street  Saint John NB, E2M1V9 Canada  **(506) 898-2691**  [**andrew.bretana@gmail.com**](mailto:andrew.bretana@gmail.com)  [**https://www.linkedin.com/in/andrew-bretana-b2020b154/**](https://www.linkedin.com/in/andrew-bretana-b2020b154/) |
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| EXPERIENCEAlorica Canada (Best Buy Client), Montreal, Quebec — *Customer Experience Agent - Technical Support*SEPTEMBER 2022 - PRESENT Provide daily customer support for their purchased computer, electronics, electrical & appliance systems including answering questions, analyzing problems, and quickly forming solutions to resolve issues. Maintain and update detailed records of daily interactions with customers using Salesforce, problem solving activities, reported issues, and completed solutions along with any further actions required of management or repair personnel. Irving Pulp & Paper IT via ABM contract, Saint John, NB — *Technical Analyst*DECEMBER 2023 - MARCH 2024 Resolve technical issues related to the following technologies: Windows 10, Windows 11, Microsoft 365, DHCP, DNS, WIFI, Cisco Switches, Access Points, Kronos Time Clock, Moxie Player, Xerox printers, Samsung Mobile phones, etc. Utilize technologies such as Microsoft Intune, Microsoft SCCM and Microsoft AD to manage, deploy and apply security policy to devices and applications across enterprise. Analyze, find root cause and apply solutions to resolve customer’s IT issues according to the level service agreement. Manage ticket incidents and service requests using ServiceNow. SMRT Trains Ltd, Singapore — *Senior Assistant Engineer*AUGUST 2012 - AUGUST 2021 Perform system administration, maintenance and troubleshooting of UNIX Sun Fire Servers & ORACLE Database Servers, HP 3PAR StoreServ 7200c / SUN StorEdge 3300 SCSI RAID - RAC, Sun Fire V245/V240 Main/Station Servers UNIX Solaris OS based. CISCO 3650-48, 2960 & 3550 Switches, SAN Switch HP 8/24 Base 16-ports, Routers ISR4431/K9, NAT Router CISCO2901/K9 through WAN SDH Network Backbone; Station LAN CISCO 7505 / 2600S /2800S Routers, CISCO Catalyst 2950 L2 Network Switches, CISCO ASA Firewall, HP Z440 Workstation and admin server HP Proliant DL 360 Gen 9, RTU ST6881 & PLC DCS Schneider Electric Quantum System with UPS Emerson Liebert GXT4; TSSS PLCs and BMS, SNPMc/ ManageEngine OpManage/ WireShark/ Zabbix/ CiscoIOS/ HP8/24. EDUCATIONAMA Computer College, Philippines — *Bachelor of Science Major in Computer Engineering*JUNE 2004 - APRIL 2007Technological University of the Philippines, Philippines — *Bachelor of Technology in Computer Engineering Technology*JUNE 2000 - APRIL 2003Google Career Certificate in Cybersecurity - *Online certificate*JULY 2024 - In progressPROJECTSORACLE Database AQ Status — *Created a script using vbscript accessing the database with SQL Query and displaying the status of Oracle Advanced Queuing though spreadsheet.*UNIX Solaris Server Health Status — *Created a script using vbscript accessing Unix server terminal and displaying the status of server’s health status through spreadsheet.*Train Door Status and Reset — *Created a script using vbscript and HTML accessing Cisco switch connected to train server and displaying the status of train’s door either open or close and if faulted, the script will refresh the binary bit back to correct logic thus returning the system back to normal.* | SKILLS  * Python and data logging * Communicating with stakeholders   SQL Query  Linux and Unix  CISCO Router & Switch  ORACLE Database  Attention to detail CERTIFICATIONS **Google Cybersecurity Certificate**  *Taken: July 8, 2024 Valid: In-progress*  **CISCO CCNA Routing & Switching** *Taken: October 15, 2011 Valid: October 15, 2014* TRIDIUM NIAGARA Ax Certified Engineer **Alerton Certified Engineer Certificate**. LANGUAGES English, Tagalog |